Bangalore Electricity Supply Company Limited
(BESCOM)
(Wholly Owned Govt. Of Karnataka Undertaking)

REQUEST FOR PROPOSAL (RFP)

Invites Electronic Bids from eligible Bidders for the Work mentioned below, under Competitive Bidding against tender number:

Enquiry No. BESCOM /2025-26/ SE0349 Dated 21.10.2025

FOR

Implementation of "Application Access Control System in BESCOM".

THE GENERAL MANAGER (ICT & MIS),
BESCOM, Belaku Bhavan
Corporate Office, K.R. ROAD,
BENGALURU-560 001

Disclaimer

This Request for Proposal (RFP) is for availing services of "Implementation of Application Access Control System in BESCOM". Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither BESCOM, nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of BESCOM. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. BESCOM shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.

This RFP includes certain statements, projections, targets and forecasts with respect to the Project. Such statements, projections, targets and forecasts reflect various assumptions made by the management, officers, employees, consultants, and experts of BESCOM, which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation or warranty.

BESCOM shall be the sole and final authority with respect to qualifying a bidder through this RFP. The decision of BESCOM in selecting the Agency who qualifies through this RFP shall be final and BESCOM reserves the right to reject any or all the bids without assigning any reason thereof. BESCOM may terminate the RFP process at any time without assigning any reason and upon such termination

BESCOM shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the BESCOM or any other costs incurred in connection with or relating to its Proposal (Bid). All such costs and expenses will remain with the Bidder and the BESCOM shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Bidder in preparation or submission of the Proposal (Bid) regardless of the conduct or outcome of the selection process

KEY EVENTS AND DATES

1	Tender Inviting Authority	GM (ICT&MIS), BESCOM
2	Job Requirement	As per KPPP portal
3	Date of Publication of RFP	As per KPPP portal
4	Last date of Receiving Queries/	As per KPPP portal
5	Time, Date and venue of Pre - bid meeting	05.11.2025 4:00PM Office of GM (ICT & MIS), BESCOM Corporate Office, 5th Floor, 2nd Block,K. R Circle, Bangalore-560001
6	Date of Response to Bidder Queries	As per KPPP portal
7	Last Date of Submission of bids	As per KPPP portal
8	Bid Processing Fee Payable	As per KPPP portal
9	Amount put to tender	16,98,72,000/-
10	Earnest Money Deposit	EMD Declaration form to be uploaded
11	Date, Time and Venue of Opening of Pre- Qualification Proposals	As per KPPP portal
12	Name of the contact person for any clarification	GM (ICT & MIS), BESCOM Email:gmit@bescom.co.in Contact No: 080-22261911
13	Date till which the bid submitted in response to RFP is valid	180 days from the last date of submission of bids.

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1. Section I: Introduction

1.1 ABOUT BESCOM

BESCOM – Bangalore Electricity Supply Company Limited is responsible for Power distribution in Eight districts of Karnataka (Bangalore Urban, Bangalore Rural, Chikkaballapura, Kolar, Davanagere, Tumkur, Chitradurga and Ramanagara).

BESCOM covers an area of 41,092 Sq. Kms. with a population of over 207 lakhs.

The company has 4 operating Zones – Bangalore Metropolitan Area Zone (North), Bangalore Metropolitan Area Zone (South), Bangalore Rural Area Zone and Chitradurga Zone, 9 Circles, 32 Divisions, 147 Sub-divisions and 534 Section Offices.

In the year 1999, Karnataka embarked on a major Reform of the power sector. As a first step, Karnataka Electricity Board (KEB) was dissolved and in its place, the Karnataka Power Transmission Corporation Limited (KPTCL) was incorporated.

This was followed by the constitution of Karnataka Electricity Regulatory Commission (KERC) in November 1999.In the next phase of the Reform Process, the transmission and distribution business managed by KPTCL were unbundled in June 2002. Four new distribution companies were formed to distribute power in Karnataka.

Bangalore Electricity Supply Company Limited (BESCOM) has taken over the responsibility from KPTCL for the distribution of electricity in 8 districts and commenced its operations from 1st June 2002.

The Bangalore Electricity Supply Company Limited (BESCOM) invites the tender for implementation of Application Access Control System in BESCOM.

BESCOM in Karnataka have already taken various initiatives in order to improve its operational efficiencies and deliver enhanced services to the consumers under its jurisdiction.

1.2 OBJECTIVE OF THE RFP

1.2.1 The objective of this RFP is Implementation of "BESCOM Application Access Control System".

1.2.2 The General Manager (ICT & MIS), Corporate Office, BESCOM on behalf of Bangalore Electricity Supply Company Limited, invites tenders vide Enquiry Tender No:BESCOM/2025-26/SE0349 Dated 21.10.2025 in two parts (Techno Commercial Bid and Price Bid) through e-procurement portal (https://kppp.karnataka.gov.in) for availing services of "Implementation of BESCOM Application Access Control System".

2. Section II: Instructions to Bidders

2.1 INSTRUCTION

Important Instructions

A. Any Bid without EMD will be rejected summarily by BESCOM as non-responsive.

B. EMD will be returned / refunded for the unsuccessful bidders on finalization of the order and EMD of successful bidders will be returned after furnishing the Bank Guarantee by the Successful Bidder.

C. The Bid Security shall be forfeited:

- If a Bidder withdraws their Bid during the period of Bid validity specified by the Bidder on the Bid Form:
- In case of a successful Bidder, if the Bidder fails:

i) To sign the Contract,

OR

ii) To furnish the Performance Guarantee in the prescribed format.

D. No interest shall be payable by BESCOM on the above Bid Security.

E. Bids shall be submitted in two parts viz., (1) Technical Bid and (2) Price Bid both on Electronic Mode only. Manual bids will not be accepted.

F. Bidders can upload the bids on to e-procurement portal.

G. A pre-bid meeting will be held at O/o GM (ICT & MIS), Corporate Office, Belaku Bhavan, BESCOM, Bangalore-560001.

H. Any oral communication communicated by any officer shall not be treated as official communication related to the bid.

I. Any Amendment/Corrigendum/ Clarification shall be uploaded in e-procurement portal only. The bidder shall check the e-procurement portal for any updates.

J. Two Stage Bidding Procedure will be adopted.

K. The Price Bids of those Bidders whose Technical Bids are found Responsive,

will be opened at a later date.

L. NOTE: Price Bids of Non - Responsive Bidders will not be opened.

M. The Bidders shall provide proof of their credentials in support of their Technical capacity, Financial Strength and Past Experience.

N. BESCOM takes no responsibility for delay, due to any cyber or any other computer related problems. Further, BESCOM reserves the right to reject any or all the Bids without assigning any reasons thereof and shall bear no liability whatsoever consequent upon such a decision.

2.2 COST OF BIDDING

2.2.1 The Bidder shall bear all costs and expenses associated with preparation and submission of its bid including post-bid discussions, Techno - Commercial and other presentations etc., and BESCOM will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2.3 UNDERSTANDING OF BID DOCUMENTS

2.3.1 A prospective Bidder is expected to examine all instructions, forms, terms and specifications in the Bid documents and fully inform himself as to all the conditions and matters which may in any way affect the scope of work or the cost thereof. Failure to furnish all information required by the Bid document or submission of a Bid not substantially responsive to the Bid document in every respect will be at the Bidder's risk and may result in the rejection of its bid.

2.4 LANGUAGE OF BID

2.4.1 The Bid, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Purchaser, shall be written in English. Supporting documents and printed literature that are part of the Bid may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for purposes of interpretation of the Bid, such translation shall govern.

2.5 CURRENCIES OF BID

2.5.1 Bidders may express their bid price in Indian Rupees only. Price Bid in any currency other than INR will be treated as non-responsive and hence will be rejected.

2.6 BID PRICES

2.6.1 Unless otherwise specified in the Scope of Work, Bidders shall quote for the entire Services on a Single Responsibility/ Turnkey basis such that the total Bid price covers all the obligations of the Bidder mentioned in or to be reasonably inferred from the Tender Document in respect of providing the product/services.

2.6.2 Bidders are required to quote the price for the required items as per Scope of Work specified in RFP.

2.6.3 The prices quoted as part of the financial proposal must be firm and final and shall not be subject to any escalation, on any account whatsoever including statutory levies and taxes. No price variations will be allowed. Any increase in the rates of tax should be borne by the firm and any reduction in the rates of tax should be passed on to the BESCOM.

2.7 PERFORMANCE GUARANTEE

2.7.1 As a Contract Performance Guarantee, the successful Bidder on whom the Letter of Intent is placed shall be required to furnish a Performance Guarantee from a Public Sector Indian Bank/ Scheduled commercial Bank (in the second schedule of the RBI Act 1934) and the Bank should be covered under the jurisdiction of Indian Laws.

2.7.2 The Contract Performance Bank Guarantee towards "Implementation of BESCOM Application Access Control System" shall be equal to 5% of the total cost quoted by the bidder. and it shall guarantee faithful performance of the contract in accordance with the terms & conditions specified in this documents and specifications and shall be valid for a period up to 90 days after the end of the contract period.

2.7.3 The successful bidder should furnish the required Contract Performance Bank Guarantee within 20 days of the receipt of Letter of Intent (LOI).

2.7.4 The Contract Performance Bank Guarantee amount equal to 5% in due fulfillment to be paid as follows:

i) Guarantee amount shall be in Demand Draft or Bank Guarantee which shall be valid for a period of 90 days after expiry of contract period.
ii) In the event of the bidder failing to deposit Contract Performance Bank Guarantee within 20 days from the date of letter of intent, the earnest money deposited with the tender shall be forfeited to the Corporation who shall have full discretion to cancel the acceptance communicated to the said bidder.
iii) The letter of Intent (LOI) will be issued by BESCOM to the techno commercial successful bidder after the completion of evaluation. Thereafter Detailed Work Award (DWA) will be issued after submission of Contract Performance Bank Guarantee and after execution of Contract agreement.

2.8 BID VALIDITY

Bids submitted by Bidders shall remain valid for acceptance for 180 calendar days from the next day of the last date of Bid submission as mentioned in event date. A Bid valid for a shorter period may be rejected by the Purchaser as being non-responsive.

2.9 EARNEST MONEY DEPOSIT (BID GUARANTEE)

2.9.1 Bids shall be accompanied by Bid security (EMD) of of Rs. 16,98,720/- (Sixteen lakhs Ninety eight thousand and Seven hundred Twenty only) as follows:

2.9.1.1 Up to Rs. 10 Lakh (Through e-Procurement Portal)
For further clarification, contact e-procurement portal.

2.9.1.2 The Balance Rs. in the form of Bank Guarantee issued either by a Nationalized or Scheduled Bank covering 45 days after the validity period of the bid including period of extension, if any required by the owner. The bidder shall scan the Bank Guarantee towards EMD and upload the same in the prescribed form failing which the offer will be rejected. Also, the Bidders shall ensure that the Bank Guarantee towards EMD shall be sent in original to the General Manager., (ICT & MIS), BESCOM, Bangalore so as to reach on or before the date & time notified for submission of Bids, in a sealed cover, failing which their bid will not be opened.

2.9.1.3 The tender processing fees for an amount as mentioned in the e procurement portal to be paid in the e procurement portal

No interest or any other cost will be payable by BESCOM on the EMD.

Any bid not accompanied by EMD in accordance with above provisions shall be rejected by BESCOM as non-responsive.

EMD so deposited will be liable for forfeiture:

a) In case the bidder withdraws their offer within the offer validity period specified by the bidder.
b) If the bidder does not accept the arithmetical correction of its Bid Price.
c) In the case of a successful bidder, if the bidder fails within the specified time limit as mentioned in Letter of intent/ purchase order/contract to furnish the acceptance of contract.
d) In case of a successful bidder, if the bidder fails to submit Performance BG within the stipulated period mentioned in the LOI.
e) If a Bidder withdraws / modifies its bid during the period of bid validity specified by the Bidder on the Bid Form; or
f) In case of a successful Bidder fails to sign the Contract or furnish the Agreement within the prescribed date or
g) In case of a successful Bidder fails to furnish the bank guarantee.

2.9.1.6 E-payment modes for Tender Processing Fee shall be paid through e-Procurement e- payment mode any other form of payment will not be accepted.

2.10 DEADLINE FOR SUBMISSION OF BIDS

2.10.1 Bids must be uploaded in the e-procurement portal on or before the date specified in the document or the E-procurement portal. BESCOM may, at its discretion, extend this deadline for the submission of bids by amending the Bidding Document, in which case all rights and obligations of owner and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

2.11 MODIFICATION AND WITHDRAWAL OF BIDS

2.11.1 The Bidder may modify or withdraw its bid after the bid's submission provided that written notice of the modification or withdrawal is received by owner prior to the deadline prescribed for submission of bids.

No bid may be modified subsequent to the deadline for submission of bids.

No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity specified by the Bidder on the Bid Form. Withdrawal/modification of a bid during this interval may result in the Bidder's forfeiture of its bid security.

2.12 FORMAT OF BID

a) The bids shall be uploaded in the e-procurement portal, on or before the last date and time of submission of bids. Bids not submitted through e- procurement portal will be disqualified.

b) All the documents in support of qualifying requirements and all necessary documents shall be scanned and uploaded in the E-Procurement website. (https://kppp.karnataka.gov.in).

2.13 CONTENTS OF TENDER DOCUMENT

2.13.1 The services required, bidding procedures, contract terms, etc. are prescribed in the Tender Document. Bidders are expected to examine all instructions, terms & conditions, specifications, annexures, forms and other information in the Tender Document. Failure to furnish any or all information as required or submit a Bid not substantially responsive to the Tender Document in every respect will be at the Bidder's risk and may result in rejection of the Bid.

2.14 CLARIFICATION ON TENDER DOCUMENT

2.14.1 If the prospective Bidder finds discrepancies or omissions, in specifications and document or is in doubt as to the true meaning of any part, bidder shall at once make a request, in writing, for an interpretation/clarification, to owner.

A prospective Bidder requiring any clarification on the RFP Document may submit queries, through email, at the e-mail Address and as per schedule indicated in "Key events and dates". The queries must be submitted in the following format only to be considered for clarification.

Sr. no.	Section no./	Page no.	Description/ Reference/	Clarification Sought

The queries not adhering to the above-mentioned format would not be responded. BESCOM will respond to any request for clarification to queries on the Tender Document, received not later than the dates prescribed in e-procurement portal. The clarifications (including the query but without identifying the source of inquiry) will be uploaded on the Karnataka e-Procurement portal (https://kppp.karnataka.gov.in).
Owner will respond by uploading corrigendum if any in the website.
Verbal clarification and information given by owner or employee(s) or representative(s) shall not in any way be binding on owner.

2.15 AMENDMENT OF BIDDING DOCUMENT

2.15.1 At any time prior to the deadline for submission of the Bids, Purchaser may, for any reason, whether at its own initiative or in modify the Tender Document by issue of an addendum/corrigendum.

2.15.2 In addition, Purchaser may issue addendum/corrigendum to the Tender Document to make/reflect amendment(s) in terms & condition or Scope of Work specified in this Tender Document.

2.15.3 Any such addendum/corrigendum will be made available at the Karnataka e-Procurement website. No separate communication in this regard shall be made with any Bidder. It will be the responsibility of the Bidder to regularly visit the website to keep themselves updated on such changes.

2.15.4 No clarification obtained through verbal communication by the Bidders from any officer, agent or employee of the Purchaser or any staff of the Program Management Consultant will be deemed as addendum/corrigendum to the Tender document.

2.16 GENERAL INSTRUCTION FOR BID PREPARATION

2.16.1 The Bidders are advised to submit their Bids complete in all respect. The Bidder shall submit a comprehensive list of attached forms/declarations/certificates etc. in response to Tender Document.

2.16.2 The Scope of Work specified in this Tender Document shall be executed

strictly in accordance with the conditions specified in the General Conditions of Contract and other conditions specified in various sections of this Tender Document. If any of the aforesaid condition is not clear to a Bidder, clarification may be sought from the Purchaser as per the provisions of clause 2.14 (Clarification on Tender Document).

2.16.3 The Bidders must accept all the conditions specified in the Tender Document to facilitate early finalization of Bids. Separate set of commercial conditions (such as Bidder's standard printed conditions) enclosed with the offer and any reference there to may prevent the Bid from being considered by the Purchaser.

2.17 PREPARATION OF BID/PROPOSAL

2.17.1 Bidder shall submit one bid. If Bidder submits more than one Bid, such all Bids shall be disqualified.

2.17.2 The Bid/Proposal as well as all related correspondence exchanged by the Bidders and the Purchaser shall be written in English language, unless specified otherwise.

2.17.3 In preparing their Bid/Proposal, Bidders are expected to examine in detail the documents comprising the RFP. Any deficiencies in providing the information requested may result in rejection of a Bid/Proposal.

2.17.4 The Technical Bid/Proposal shall not include any financial information. A Technical Proposal containing financial information may be declared non responsive. Bidder could be attached separate sheet for this.

2.18 FINANCIAL BID/PROPOSALS:

2.18.1 The bidder shall indicate in the price bid (Prices shall be quoted in e-procurement portal only), the unit prices, applicable taxes and duties such as CGST, SGST, UTGST, IGST, Customs Duty, CESS if any along with the total bid price

2.18.2 Detailed break-up covering all the components of unit prices of CGST, SGST, UTGST, IGST, Customs duty, CESS if any as applicable on the date of bid submission as well as total bid prices(Prices shall be quoted in e-procurement portal only).

The bidder shall indicate:

i) All applicable taxes and duties such as CGST, SGST, UTGST,

IGST, Customs duty, CESS if any other taxes and duties to be payable by BESCOM.

2.18.3 The prices should be clearly quoted both in figures and words. In case of divergence of rates in figures and words, it will be considered the rates most favorable to the Corporation.

2.18.4 Any variation in the rates etc., will not be allowed on any ground, such as a mistake, misunderstanding etc., after the bid has been submitted.

2.18.5 Bidders shall quote their offers/prices in the item-wise bid financial offer in e- procurement portal only.

2.19 PRICE BASIS:

2.19.1 The bidders shall quote "FIRM PRICE BASIS" only.

2.19.2 The best and firm price should only be quoted (as per the format enclosed)

2.19.3 The bidder must quote in Indian Rupees (in INR) only. Bids in currencies other than INR would not be considered and the bid will be rejected forthwith.

2.19.4 The prices offered shall be on a fixed price basis inclusive of all taxes and should not be linked to the foreign exchange or any other variable.

2.19.5 The prices offered should be inclusive of all the deliverables mentioned in Section IV: Scope of work.

2.20 RIGHT OF PURCHASER TO ACCEPT OR REJECT BIDS

2.20.1 The Purchaser reserves the right to accept or reject any Bid, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action.

2.20.2 The right to accept the Bids in response to this Tender Document will rest with the Purchaser. The Purchaser further does not bind himself to accept and reserves the authority to reject any or all the Bids received without assigning any reason whatsoever.

2.21 BID OPENING

2.21.1 The e-procurement system allows the Purchaser to download and open the e- submitted bid files from bidders only after the time for opening the bids.

The bids will be opened as per dates given in the e-proc portal.

2.22 BID EVALUATION

A. The evaluation process of the tender, proposed to be adopted by the Purchaser is indicated under this clause.

B. Evaluation of Pre-Qualification criteria

First the Pre-Qualification Proposal will be evaluated as per section 3.1 and only those bidders who qualify the requirements will be eligible for next set of evaluations. Technical Proposal and Commercial Proposal of Bidders, who do not meet the Pre-Qualification criteria, will not be opened.

Documents and required forms uploaded by the bidders as part of the Pre-Qualification criteria will be opened and evaluated for compliance in this stage of evaluation.

C. Evaluation of Technical Bid

Only those Bidders, who meet all the pre- qualification criteria stated above, shall be considered Responsive. BESCOM will review the documents of the bidder. Bids that are not substantially responsive are liable to be disqualified at BESCOM discretion.

2.24 NEGOTIATIONS:

It is absolutely essential for the bidders to quote the lowest price at the time of making the offer in their own interest. However, BESCOM reserves the right to negotiate price before awarding the contract.

2.25 AWARD CRITERIA

A. The successful bidder shall sign the Non-Disclosure Agreement with BESCOM in the format shared in the Form–8 at the time of issuance of DWA.

B. Selected Bidder shall submit a Bank Guarantee issued by a public sector nationalized bank or scheduled commercial bank payable at Bengaluru towards contract performance guarantee covering 5% of the contract value valid up to 90 days after the end of contract period.

2.26 RIGHT TO ACCEPT/REJECT ANY OR ALL BIDS:

Owner reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any

obligation to inform the affected Bidder or Bidders of the grounds for owner's action.

2.27 NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER:

BESCOM shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. BESCOM will not be obliged to meet and have discussions with any bids, any or to listen to any representations.

2.28 NOTIFICATION OF AWARD:

Prior to the expiration of the period of bid validity and extended validity period, if any, owner will notify the successful Bidder in writing, that its bid has been accepted.

2.29 CONTRACT PERIOD

Sl. No.	Particulars	Contract Duration
1	**Implementation of Application Access Control System in BESCOM for 2 years**	License for 4000 users for a period of 2 years including Implementation, Subscription, support and services. With and extendable clause for further 2 years at BESCOM discretion.

2.30 LIQUIDATED DAMAGES AND PENALTY:

a) If the Selected Bidder fails to deliver or perform the related services within the period specified in the Contract, the Purchaser may without prejudice to all its other remedies under the contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to payment penalty as specified section 5 subject to a maximum of 5% of value of such services.

b) If the Penalty amount exceeds 10% of the value of such service, BESCOM reserves the right to forfeit the bank guarantee and terminate the contract as per

section 2.31

c) If the Related Services supplied do not meet the minimum specifications as per the Contract, and the same is not replaced/modified by the Selected Bidder to meet the requirements within 14 days of being informed by the Purchaser, the Purchaser shall be free to impose any penalty as deemed fit. In Purchase, the Purchaser shall reserve the right to terminate the contract as per section 2.31 and recover liquidated damages by forfeiting the performance guarantee submitted by the Purchaser.

2.31 Consortium and Sub-Contracting

Consortium, Joint Venture and Sub-Contracting is not Permitted in this Tender

2.32 Termination of Contract:

In case the successful bidder fails to complete the work or provide services within the contracted period or if found to have furnished misleading or false representations in statements and attachments submitted as proof of the qualifying requirement at a later date the Company shall exercise its discretionary powers on any or all the following:

to recover from the successful bidder, as agreed, liquidated damages or by way of penalty, the amount as per penalty clause; and

to avail the services elsewhere, after giving due notice to the successful bidder on account and at the risk, cost and responsibility of the Successful bidder

to cancel the Contract order

to forfeit the bank guarantee, if it has been submitted

- to black list or not to consider future offers for a specified period.

2.33 Termination on Default

BESCOM may without prejudice to any other remedy for breach of contract, by written notice of default sent to Consultant, terminate the contract in whole or in part.

1. If the Consultant fails to deliver any or all of the services within time period(s) specified in the contract or any extension thereof granted by BESCOM in writing.

2. If the Consultant fails to perform any other obligation(s) under the contract or
3. If the Consultant, in either of the above circumstances, does not cure its failure within a period of thirty (30) days after receipt of the default notice from BESCOM.

In the event BESCOM terminates in whole or in part, BESCOM may get the services done, upon such terms and in such manner as it deems appropriate, similar to those not rendered, and the Consultant shall be liable to BESCOM for any excess costs for such similar services. However, the Consultant shall continue performance of the contract to the extent not terminated.

2.34 Termination for Convenience

a) BESCOM, may by written notice sent to the Consultant, terminate the contact, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for BESCOM‟s convenience, the extent to which performance of work under the contract is terminated and the date upon which such termination become effective.

b) The services that are completed and ready for final reporting within thirty (30) days after the Consultant's receipt of notice of termination shall be accepted by BESCOM at contract terms and prices. For the remaining services, BESCOM may elect,

c) To have any portion completed and delivered at contract terms and prices and/or.

d) To cancel the remainder and pay to the Consultant an agreed amount for partially completed services.

2.35 Termination for Insolvency

a) BESCOM may at any time terminate the Contract by giving written notice to the Consultant, without compensation to the Consultant, if the Consultant becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to BESCOM.

b) Upon termination of the contract at any time for whatever reason by BESCOM compensation shall be payable to the Consultant for all services performed satisfactorily until the date of termination. In addition, the Consultant will be paid for such items of work, which have been partially completed as per conditions stipulated under relevant clause. The Consultant shall provide available documentary evidence to this effect, acceptable to BESCOM.

c) Following issuance by BESCOM of a notice of termination and prior to the effective date of such termination, the Consultant shall:

d) Terminate performance of work in progress under the contract on the date and

to the extent specified in the notice of termination.

e) Incur no further costs for services except as necessary to complete performance of any portion of the work under the contract not terminated by the said notice.

f) Terminate all outstanding orders, service contracts and subcontracts to the extent that they relate to the performance of work terminated by the notice;

g) Transfer title and deliver to BESCOM in the manner, at the times and to the extent, if any, as directed by BESCOM, all completed or partially completed reports, designs, data, maps, plans, photographs, specifications, and commutations, etc. which, if the contract had been continued, would have been required to be furnished to BESCOM. The termination of the contract shall not relieve the Consultant of its duties and liabilities as per the contract for the portion of the services performed prior to the effective date of termination.

2.36 Suspension of Work

BESCOM reserves the right to suspend and reinstate execution of the whole or any part of the Works without invalidating the provisions of the Contract. Orders for suspension or reinstatement of the Works will be issued by the Engineer to the Firm in writing. The time for Completion of the Works will be extended for a period equal to duration of the suspension.

Any necessary and demonstrable Cost incurred by the Firm as a result of such suspension of the Works will be paid by BESCOM, provided such Costs are substantiated to the satisfaction of the Engineer. BESCOM shall not be responsible for any liabilities if suspension or delay is due to some default on the part of the Firm or their Sub- Contractor.

2.37 Indemnity

The Bidder shall keep BESCOM and its officers, servants and agents indemnified from and against all suits, proceedings, actions, demands, losses, claims, damages, compensation, litigation etc. including attorney's fees and damages on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including BESCOM) attributable to the Bidder's or any of its subcontractors' performance or non-performance under this Agreement or Bidder's or any of its subcontractors'' gross negligence, wilful default, lack of due care or breach of terms of this Agreement or failure to comply with Applicable Laws.

2.38 Limitation of Liability

The vendor's aggregate liability in connection with obligations undertaken as

a part of this Project whether arising under this project regardless of the form or nature of the action giving rise to such liability (whether in contract, or otherwise),shall be limited to the contract value provided, however this limitation shall not apply to any liability for damages arising from a)willful misconduct or b)indemnification against third part claim for infringement c) or tortuous liability arising out of misconduct or negligence or d) death.
BESCOM shall not be liable to the bidder in case of any loss or profits or additional costs incurred etc. subsequent to termination of contract.

2.39 Non-Disclosure Agreement

a) The firm shall execute a non-disclosure agreement (NDA) with BESCOM in the prescribed format to protect the confidentiality/ privacy of the data.

b) The firm shall not disclose/redistribute/resale any confidential information received by BESCOM to any third parties.

c) The firm shall immediately return all the Confidential Information provided by BESCOM (hereunder all notes, summaries, memoranda, drawings, manuals, records, excerpts or derivative information deriving there from and all other documents that have been converted to computerized media in the form of image, data or word processing files either manually or by image capture based on) in whatever form of storage or retrieval upon the completion or termination of the contract.

d) The firm shall not publish any article or whatsoever in any form on the data or work carried out without prior consent from BESCOM

2.40 Force Majeure:

Notwithstanding the above provisions, the Successful bidder shall not be liable for penalty or termination for default if and to the extents that delay on its part in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the either party to the contract and not involving anyone's fault or negligence and not foreseeable. Such events may include, but are not restricted to, such as a war, strike, riot, crime, or an act of God/Nature (such as hurricane, flooding, earthquake, volcanic eruption, etc.), which prevents one or both parties from fulfilling their obligations under the contract.

2.41 Settlement of disputes

a) Any dispute(s) or difference(s) arising out of or in connection with the Contract shall, to the extent possible, be settled amicably between the Parties.

b) If any dispute or difference of any kind whatsoever shall arise between the Owner and the Contractor, arising out of the Contract for the Performance of the Works whether during the progress of the Works or after its Completion or whether before or after the termination, abandonment or breach of the Contract, it shall, in the first place, be referred to and settled by the Engineer, who, within a period of thirty, (30) days after being requested by either Party to do so, shall give written Notice of the decision to the Owner and the Contractor.

c) Save as hereinafter provided, such decision in respect of every matter so referred shall be final and binding upon the Parties until the Completion of the Works and shall forthwith be given effect to by the Contractor who shall proceed with the Works with all due diligence.

d) During settlement of disputes and Court Proceedings, both Parties shall be obliged to carry out their respective obligations under the Contract.

e) The place for arbitration shall be in **Bangalore, Karnataka.** The arbitral procedure shall be conducted in the English language.

f) During the settlement of disputes and Arbitration proceedings, both parties shall be obliged to carry out their respective obligations under the contract.

g) The courts of Bangalore only shall have the jurisdiction.

2.42 Arbitration

All disputes or differences in respect of which the decision, if any, of the Project Manager and/or the Head of the Implementing Authority has not become final or binding as aforesaid shall be settled by arbitration in the manner provided herein below:

h) The arbitration shall be conducted by three arbitrators, one each to be nominated by the Contractor and the Employer and the third to be appointed by both the arbitrators in accordance with the Indian Arbitration Act. If either of the parties fails to appoint its arbitrator within sixty (60) days after receipt of a notice from the other party invoking the Arbitration clause, the arbitrator appointed by the party invoking the arbitration clause shall become the sole arbitrator to conduct the arbitration.

i) The language of the arbitration proceedings and that of the documents and communications between the parties shall be English. The arbitration shall be conducted in accordance with the provisions of the Indian Arbitration and Conciliation Act, 1996 or any statutory

modification thereof. The venue of arbitration shall be Bengaluru.

j) The decision of the majority of the arbitrators shall be final and binding upon the parties. In the event of any of the aforesaid arbitrators dying, neglecting, resigning or being unable to act for any reason, it will be lawful for the party concerned to nominate another arbitrator in place of the outgoing arbitrator.

k) During settlement of disputes and arbitration proceedings, both parties shall be obliged to carry out their respective obligations under the Contract.

2.43 Risk Purchase Clause

In the event of successful bidder fails to execute the project as stipulated in the delivery schedule, or to the satisfaction of purchaser, purchaser reserves the right to procure similar services from the next eligible bidder or from other alternate sources at the risk, cost and responsibility of the successful bidder. Before taking such a decision, Authority shall serve a notice period of 3 days to the successful bidder. Total Liability of the successful bidder towards this Clause is limited to 100% of the contract value.

2.44 Transition and Exit Management

a) The bidder shall submit a structured & detailed Transition and Exit Management plan along with its technical proposal. Purchaser will evaluate all the Transition and Exit management plans submitted by various bidders. Purchaser will adopt the best plan which will be implemented by the selected System Integrator. The System Integrator needs to update the Transition and Exit management on half yearly basis or earlier in case of major changes during the entire contract duration. The plan needs to be discussed and approved by the Purchaser.

b) At the end of the contract period or during the contract period or contract termination, if any other agency is identified or selected for providing services related to System Integrator scope of work, the System Integrator shall ensure proper and satisfactory transition is made to the other agency. In case Purchaser wants to take over the project itself, then System Integrator has to ensure proper transition to the Purchaser's team.

c) All risk during transition stage shall be properly documented by System Integrator and mitigation measures are planned in advance so as to ensure smooth transition without any service disruption.

d) The successful bidder shall provide necessary handholding and transition support.

This includes:

- The successful bidder has to ensure complete documentation for the entire system is handed over to Purchaser/identified agency
- The successful bidder to handover all related documents, credentials etc. for all OEM products supplied/maintained by him in this project
- The successful bidder must ensure that no end of support products (software/hardware) are existing at time of transition during the course of implementation
- The successful bidder to handover the list of complete inventory of all assets created for the project
- The successful bidder to assist the new agency/Purchaser in complete audit of the system including system licenses and physical assets
- The successful bidder to give detailed walk-through and demos for the solution
- The successful bidder to hand-over the entire project documentation, etc.
- The successful bidder to provide shadow support for at least three months and secondary support for further three months after the end of O&M period or termination of contract, as applicable at no additional cost to the Purchaser
- The successful bidder shall close all critical open issues as on date of exit. All other open issues as on date of Exit shall be listed and to be provided to the Purchaser.

e) The successful bidder shall provide all knowledge transfer of the system to the incoming SI to the satisfaction of the Purchaser as per the specified timelines.
f) The successful bidder shall be released from the project once successful transition is done meeting the parameters defined for successful transition.

3. Section III: Pre-Qualification Criteria

Pre-Qualification Criteria requirements for Selection of Bidder for Implementation of Application access control system using Zero Trust Framework.

Sl No	Requirement Description	Documents to be uploaded
A	**Technical Criteria**	
1	The Bidder should be in existence of any of the following: (a) Companies incorporated in India under the Companies Act, 1956/2013 including any amendments thereto;	1. Certificate of Incorporation issued by Registrar of Companies of Companies Act 1956/2013 along with Memorandum of Association and Articles of Association of the company 2. Annual filings (E-forms AOC-4, MGT-7) filed by the Company to Registrar of Companies (Ministry of Corporate Affairs, Government of India) for preceding two financial years 3. Declaration from Directors of the Company stating that they are not disqualified to be a Director of the Company along with the list of Companies in which they are Directors as on the date of inviting tender (s)
	(b) LLP incorporated in India under the Limited Liability Partnership (LLP) Act, 2008 including any amendment thereto;	1. Certificate of incorporation issued by Registrar of Companies as per LLP Act 2008. 2. Limited Liability Partnership Agreement of LLP **3.** Form 11- Annual Return filed by LLP to Registrar of Companies (Ministry of Corporate Affairs, Govt. of India)
	(c) (i) Partnership firm under Partnership Act, 1932 in India; (ii) Sole Proprietorship Concern	1. Partnership Deed, GST Registration Certificate. 2. Shops and Establishment Registration Certificate, as applicable. 1. PAN/ Registration Certificate

2	The Bidder should either be the Original Equipment Manufacturer (OEM) or an OEM Authorized agency	Self-Declaration in case of OEM and Letter of Manufacturers' Authorization Form (MAF) issued by the OEM in case of Authorized agency of OEM.
3	The bidder should have supplied Licenses for Access Control using Zero trust framework which shall not be less than 80% (3200 Nos of licenses) of the tendered quantity (However, it will be 40%(1600 Nos of licenses) in case of Micro and Small Enterprise) issued by any Government / Public/ Private sector organization in any one of the last five financial years (2020-21,2021-22, 2022-23,2023-2024, 2024-2025) as on the date of bid submission.	1. Purchase order copies or Contract order copies issued by any Government / Public/ Private sector organization. 2. Relevant Performance certificate issued by the officer not below the rank of DGM/Executive Engineer or Equivalent officer.
4	OEM should have implemented Access Control and deception technology using Zero trust framework for providing Secure Internet Access and Secure Private Access for at least a sum of 4,00,000 (100 times of tender qty) users in India in the last five financial years (2020-21,2021-22,2022-23,2023-2024, 2024-2025) as on the date of bid submission.	Work award shall be uploaded with user count for having implemented Access Control and deception technology using Zero trust frameworks as on date of bid submission.
5	The Bidder must have valid ISO 9001:2015, ISO 27001:2018, ISO 20000-1:2018 or above	Valid Certificate ISO 9001:2015, ISO 27001:2018, ISO 20000-1:2018 or above as on the date of submission of bids.
B	**Financial Criteria**	
6	The annual turnover of the bidder should not be less than 100% (in case of Micro & Small Enterprises, the annual turnover shall not be less	Certified copies of P&L Statement, Balance sheets and Audited Financial Statement duly signed and sealed by CA.

	than 50%) of the amount put to tender in any one of the financial years of the preceding five years (i.e., 2020-21, 2021-22, 2022-23 & 2023-24, 2024-25).	
7	The Liquid Assets as on 30.09.2025 or at a later date before the submission of the bid consisting of Cash at Bank + Term Deposits + availability of fund based credit facility in any Nationalized/ scheduled Bank shall not be lesser than 25% of the amount put to tender. (However, in case of MSME it will be 12.5 % of the amount put to tender) If the bidder has banking with more than one Bank, then the available liquid assets balance mentioned above on a particular date i.e., as on 30.09.2025 or any date before submission of bids shall be the same date for all the banks. (Same or higher amount of liquid assets shall be maintained/ showcased at the time of the issuance of LOI.)	The cash at Bank, Term Deposits and the availability of fund based credit facility shall be supported by a certificate issued by any Nationalized/Scheduled Bank with whom the bidder has banking facilities. In case of Fund based credit facility, the certificate issued by the Nationalized/ Scheduled Bank duly mentioning sanctioned limits, funds utilized so far and balance available as on 30.09.2025 or at a later date, before submission of the bid.
C	**Others**	
8	Any Bidder from a country which shares a land with India will be eligible to bid in this tender only if the Bidder is registered with the Competent Authority. A certificate for having read the clauses is required to be submitted/uploaded by the Bidder separately in the following format: I have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India; I certify that	A copy of Registration certificate issued by the Indian competent authority. In case the same doesn't apply, Self-declaration by the bidder in Rs. 500 Stamp paper duly notarized shall be uploaded.

	this Bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this Bidder fulfils all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached.)	
9	The Bidder must not have defaulted in providing services against any of the previous purchase orders placed by BESCOM or any other utilities as on the date of bid opening.	Self-declaration by the Bidder in Rs. 500 Stamp paper duly notarized shall be uploaded.
10	The Bidder must not have been blacklisted by any Government Department (State and Central Government) or PSUs or Private Company as on the last date of submission of Bid.	Self-declaration by the Bidder in Rs. 500 Stamp paper duly notarized shall be uploaded.

4. Section IV: Scope of Work

4.0 Introduction:

In today's evolving threat landscape, organizations are increasingly vulnerable to sophisticated cyberattacks, data breaches, and insider threats. The traditional perimeter-based security model, which assumes implicit trust for entities within the network, is now insufficient. With the rise of cloud computing, remote work, and the use of personal devices, the network perimeter has become porous and difficult to define. This has created additional avenues for attackers to exploit vulnerabilities and gain unauthorized access to critical systems and data.

Moreover, cyber threats have grown more advanced, leveraging tactics like phishing, ransomware, and supply chain attacks, which can bypass traditional defences. Insider threats, whether malicious or accidental, also pose significant risks to organizational security. A single compromised credential or an unsecured device can lead to widespread damage, including financial loss, reputational harm, and regulatory penalties.

To counter these challenges, the Zero Trust framework has emerged as a robust and forward-looking security model. Unlike traditional security approaches, Zero Trust operates on the principle of "never trust, always verify." It requires strict identity verification and continuous monitoring for every access request, regardless of whether it originates inside or outside the network. By implementing Zero Trust, organizations can ensure granular access control, minimize the attack surface, and safeguard sensitive assets in an increasingly dynamic and distributed IT environment.

4.1 Objective:

- Implement a Zero Trust framework for access control.
- Ensure strict identity verification before granting access.
- Enforce least-privilege access policies.
- Monitor and log access events for compliance and security.
- Secure remote access to enterprise resources.
- Implement continuous verification and adaptive authentication mechanisms.
- Minimize attack surfaces by restricting lateral movement.
- Enhance data protection through encryption and policy enforcement.
- Implement Deception Technology.

4.2 Detailed Scope of Work:

The Bidder of the zero-trust solution should perform the below minimum Scope of Work:

1. Supply Access Control with Zero Trust framework Solution for BESCOM that meets the requirements as outlined in the detailed technical specification.
2. Coordination with BESCOM existing System Integrators and various application vendors for the necessary assistance for successful installation, integration and functioning of the proposed solution.
3. Implementation and configuration of remote access to BESCOM offices desktop PCs/Workstations/Servers over RDP, File servers, standalone, legacy and web applications.
4. On board existing and new users and integrating the same in Workgroup environment and/or with Identity and Access Management (IAM) / Identity Provider system for user authentication, as per requirements of BESCOM. BESCOM has IAM / Identity Provider system available that can be integrated with the solution for user registration and authentication. However, the proposed solution shall also be integrated for end user devices and end- users that are not part of this IAM / Identity Provider system and work in workgroup environment.
5. Integration of solution with Syslog/Log Server and SIEM solution (at least three destinations simultaneously). The bidder shall configure and integrate with SIEM/SOC Services, as and when required by BESCOM through a separate sourcing process during the contract period, and without any additional cost to BESCOM.
6. Integration of the solution with decoys in the network for active response while a malicious activity is detected.
7. The selected bidder shall be responsible to provide within scope of work all facilities like labour, transportation, insurance, tool kits, testing equipment, cables, connectors, power cords etc. which is necessary for successful deployment of solution. Transportation, lodging and boarding of manpower shall be in supplier's scope.
8. Bidder should prepare the AS-IS, To-BE and Gap fit analysis and submit the documents for BESCOM review.
9. Bidder should prepare the High-Level Design and Low-Level Design document before start of the implementation of the Solution.
10. The Bidder should develop comprehensive security policies based on the principle of least privilege and need-to-know access.
11. The Bidder should design a detailed zero trust architecture, considering network segmentation, identity management, device security, and data protection.
12. The Bidder/OEM must implement the customizable decoys in the network mimicking the actual environment and OEM must vet the design document before implementation. OEM should provide support for streamlining solution features post Go Live.

13. The administrator should be able to centrally monitor the system and policies can be implemented centrally to different users.
14. Bidder is responsible for developing and implementing the security configuration, hardening of all the devices and software's that are procured under the project as per industry standard. Also, they have to periodically review the guidelines and configure.
15. The bidder should ensure that all the peripherals, accessories, sub-components required for the functionality and completeness of the proposed solution as mentioned in the scope and specification, including but not limited to the devices, equipment, hardware, accessories, software, licenses, subscriptions, tools, etc. shall also be provisioned according to the requirements of the proposed solution without any additional cost to BESCOM.
16. Solution should be IPv4 ready from day one to integrate with full IPv4 network. Initially the solution shall be deployed on IPv4 stack, however, the bidder shall provide configuration and integration services, as and when required by BESCOM in future during the contract period, for IPv6 migration without any additional cost to BESCOM.
17. The Bidder should implement robust IAM solutions, such as multi-factor authentication (MFA) and single sign-on (SSO) for the zero trust solution.
18. The Bidder should segment the network to isolate and protect sensitive data and systems.
19. OEM/Bidder shall provide the latest features, functionalities, hotfixes, patches, updates, and upgrades of the solution as and when released during the entire period of the contract at NO additional cost to BESCOM.
20. The successful bidder should conduct half-yearly security planning meetings to optimize security risks.
21. The bidder should include support services directly from OEM during the entire contract tenure.
22. All the support cases raised by BESCOM shall be assigned to a designated residential engineer certified by OEM and cases shall be resolved on priority basis.
23. Bidder shall depute its certified engineer every half-yearly to BESCOM to provide proactive security advice and health checks in consultation with Engineer-In-Charge.
24. The Successful Bidder shall share the Contact Escalation Matrix for call resolution and appoint a single point of contact to interact with OEM for support tickets.
25. Bidder must depute the certified engineer from day-1. Necessary documents of engineers such as ID Card / Email ID of deputed manpower needs to be submitted to Engineer-In-Charge (EIC) at the time of system installation.
26. Post implementation, Bidder should deploy necessary technical manpower to review and validate the implementation of the solution and resolve initial deployment issues.

27. The solution shall be supplied with support services (directly from OEM) for the mentioned period including 24x7 telephonic support or through OEM Portal from day 1
28. Obtaining installation completion and commissioning certificate (Sign-Off) from the BESCOM nodal officer/ designated officer.
29. During the Warranty/ Subscription Support period, the OEM available patches, fixes, etc. Must be made available for download from OEM site.
30. Standard Operating Procedures (SOP) guidelines and performance tuning for day-2-day operation documentation should be provided by the Bidder.
31. The Bidder should prepare detailed document about the implementation plan, policy implementation and any other related information used during the implementation of the solution.
32. On-Site Training on the product and functionality features (overall and installed features at site) to be provided by OEM or OEM Authorized Partner and shall be arranged by the successful bidder at bidder's cost to a minimum of 10 officers identified by BESCOM at the OEM facility.
33. Ensure compatibility with the existing hardware and software environment.
34. The Bidder should provide the required servers and necessary licenses for installing the agents without any extra cost to BESCOM.

4.3 The Implementation Plan should include the below minimum procedures and activities:

4.3.**1** Assessment and Planning

- Conduct an assessment of the current access control mechanisms.
- Identify critical assets, applications, and data requiring protection.
- Define security policies based on user roles, device compliance, and contextual access.
- Perform risk assessments to identify vulnerabilities.
- Develop a roadmap for Zero Trust implementation, including phased deployment strategies.

4.3.2 **Identity and Access Management (IAM)**

- Deploy Single Sign-On (SSO) for centralized authentication.
- Implement Multi-Factor Authentication (MFA) for all user access.
- Integrate Role-Based Access Control (RBAC) and Attribute-Based Access Control (ABAC).
- Enforce conditional access policies (e.g., location, device posture, user behavior).
- Implement identity lifecycle management, ensuring periodic review and deactivation of stale accounts.
- Enable identity federation and integration with cloud providers (Azure AD, Okta, etc.).

4.3.3 **Network and Endpoint Security**

- Segment networks using micro-segmentation principles to restrict unauthorized lateral movement.
- Deploy software-defined perimeter (SDP) solutions for secure remote access.
- Utilize Access Control with Zero Trust framework (ZTNA) for all internal and external connections.
- Ensure secure API and application access via strong authentication and encryption.
- Implement traffic monitoring and deep packet inspection to detect anomalies.

4.3.4 Zero Trust Policy Enforcement

- Deploy a Access Control with Zero Trust framework (ZTNA) solution.
- Define granular access controls based on user identity, device health, and threat intelligence.
- Enforce Just-in-Time (JIT) access for privileged users to minimize attack windows.
- Implement automated policy enforcement and remediation actions.
- Integrate security orchestration, automation, and response (SOAR) tools for rapid mitigation.
- Establish session-based access control for dynamic permissions.

4.3.5 Deployment and Training

- Implement Zero Trust solutions in a phased manner.
- Provide training for IT teams and end-users on new access policies.
- Conduct knowledge transfer sessions for ongoing management.
- Develop comprehensive training materials, including video tutorials and hands-on labs.

4.3.6 Maintenance and Support

- Define ongoing monitoring and support mechanisms.
- Regularly review and update access policies based on evolving threats.
- Perform periodic audits to ensure compliance with Zero Trust principles.
- Develop an incident response playbook for quick mitigation of breaches.
- Ensure continuous policy refinement based on security analytics and feedback.
- Establish a premium support agreement with the OEM. Ensure 24/7 support availability
- Ensure the presence of a residential engineer during working hours at the corporate office throughout the contract period.

4.4 Deliverables:

- The bidder must Supply 4000 licenses with Application Access Control solution suite licenses that is on SaaS platform for a period of 2 years.
- The bidder shall arrange for on-site support visit while any up-gradation and / or deployment activity is going on at BESCOM data center and also whenever major versions / revisions are released that needs to be updated.
- The bidder shall be fully responsible for one-time installation, uninstallation / reinstallation, configuration, maintenance &

troubleshooting of solution console & centralized update.

- The bidder shall be the 1st level of contact in case of support at all times during the contract period and has to take up the responsibility of getting OEM support and resolve issues that arise during the contract period.
- The bidder shall develop a Standard Operating Procedure (SOP) for alert management, incident management, forensics, report management, log storage and archiving, Business Continuity.
- The bidder shall provide knowledge transfer and training on the technology, functionality, and operations of the proposed Application Access Control Solution to BESCOM authorities.
- The bidder must provide the Escalation Matrix in respect of calls that need to be attended for installation/support and maintenance.
- Any item though not specifically mentioned is required to complete the project works in all respects for its safe, reliable, efficient and trouble-free operation shall also be considered and to be included and the same shall be supplied and installed by the bidder without any extra cost.
- Security Solution (Remote Monitoring); On-Premises Support against complaints / Incident Response:

a. 24/7 Monitoring & Detection:
   - 24/7 alert monitoring (Remote) and prioritization and distil alerts down to the events which need further investigation.

b. Incident Response – Expert Threat Identification & Hunting

   - Security Solution has to initiate response options to contain the Threats and automatically generate IoCs to prevent future attacks.
   - Security Solution Scope has to Provide a step-by-step response plan on actions needed to remediate and, as applicable, custom clean-up tools to help recover from the Incident.
   - Continually sweeps BESCOM End Points Environment to ensure the BESCOM's environment remains clear of any resurgence of the threat.

c. Reporting – Executive Summary Report, Monthly

   - SI has to provide a monthly executive summary outlining the services provided over the specific time period, including IoC sweeps completed, alerts handled, etc.
   - For investigated threat alerts, SI has to report information through incident cases which contain details of the threat, including affected hosts and recommended mitigation options—wherever possible.

d. Communication Network:

- The Solution should be capable to bifurcate the MPLS based Traffic and Internet Based Traffic.
- The BESCOM Site users using the Billing application hosted in the DC, should follow the default MPLS route and the Zero Trust solution should be able to perform the validation of the user credentials and data security at the DC location, instead of taking the Internet route.
- For Internet based traffic the Solution should perform the validation of user credentials and data security at the Zero trust Cloud location.
- The Bidder should provide any additional Hardware and Software required for installing the Zero Trust instance at the DC and DRC without any additional cost to BESCOM.

4.5 Delivery of service and penalty:

- The bidder shall provide the required services as specified in the bid section 5.1
- For all delays in the service from the periods stipulated in the project schedule, a penalty at the rate of ½% per week subject to a maximum of 5% reckoned on the contract price and CGST & SGST at prevailing rate

The bidder is expected to visit the BESCOM premises to clearly understand the existing set up & additional user infrastructure for implementation planning and any other specific requirements that shall be an integral component of successful completion of the overall Scope of Work. Any additional Hardware /VMs or any other software's have to be provisioned by the Bidder only.

5. Section V: Delivery Schedule and Payment Terms

5.1 Delivery Schedule:

SL NO	Milestone	Timeline
1	Supply of License, Planning and kickoff	T1=T+15 Days
2	Implementation	T1+75 Days
3	ATS (2 Years)	ATS period starts from T1 of implementation.

*NOTE: Date of DWA is considered as "T".

5.2 Payment Terms:

SL NO	Milestone	Payment	Deliverables
1	Delivery of Licenses	80% Payments quoted towards the "Supply of License, Planning and kickoff" shall be made for the supply of Licenses to BESCOM based on Certification of Invoices from concerned officers of ICT&MIS Section, BESCOM	a) Delivery of the product licenses and Proof of Entitlement document from OEM for three Years. b) OEM Certification stating the Configuration is as per OEM Standards and in line with the DWA. C) Access to OEM portal for verification of the licenses and for tracking tickets.
2	Implementation	20% Payments quoted towards the "Supply of License, Planning and kickoff" shall be made for the supply of Licenses to BESCOM after completion of implementation based on Certification of Invoices from concerned officers of ICT&MIS Section, BESCOM	a) Confirmation from IPDS SI about completion of implementation at DC and DRC. b) Bidder Shall Submit Detailed documentation about the implementation of Application Access Control System using Zero trust Framework.

3	ATS for 2 years	Payment quoted towards the Annual Technical services will be be made every **quarter** after completion of the **quarter** by ICT & MIS Section, Corporate Office, **BESCOM** based on Certification of Invoices from concerned officers of ICT&MIS Section, BESCOM for the period of 2 years starting after the implementation.	a) The Bidder should submit the reports based on the Standard Operating Procedure (SOP) for alert management, incident management, forensics, report management, log storage and archiving, Business Continuity on Quarterly basis.

6. Section VI: Forms

Form: 1 Manufacturer's Authorization from (MAF)

(To be submitted on the Letterhead of OEM)

To,

General Manager (ICT &
MIS) BESCOM, Belaku
Bhavana,
Corporate Office, K R Circle Bengaluru – 560 001

Sub : Providing Application Access Control System.

Tender Enquiry Number: BESCOM /2025-26/ SE0349 Dated 21.10.2025

Dear Sir,

**** OEM to authorize the bidder to participate in the Tender.

Yours faithfully,

Name and Title of Signatory:

M/s……. (Name of manufactures)

Company Name: Company Seal

Address:

Place:

Date:

Form: 2 Bidder's Organization details

(To be uploaded on the Letterhead)

Sr. No.	Particulars	Details
1.	Name of the Bidder organization	
2.	Address of the Bidder	
3.	Status of the Company (Public Ltd/ Pvt. Ltd)	
4.	Details of Incorporation of the Company	Date: Ref. #
5.	Details of Commencement of Business	Date: Ref. #
6.	Valid GST registration no.	
7.	Permanent Account Number (PAN)	
8.	Name & Designation of the contact person to whom all references shall be made	
9.	Telephone No. (with STD Code)	
10.	E-Mail of the contact person:	
11.	Fax No. (with STD Code)	
12.	Website	

Yours faithfully,

Authorized Signature [In full and initials]
Name and Title of Signatory:
Company Name: Company Seal
Address:

Place:

Date:

Form: 3 Proforma for Contract Performance Guarantee

Proforma for Bank Guarantee (For or Contract Performance Guarantee)

(To be stamped in accordance with Stamp Act, if any, of the Country of the issuing Bank)

Bank Guarantee no……

Date: /

To,

General Manager (ICT & MIS)
BESCOM, Belaku Bhavana,
Corporate Office, K R
Circle Bengaluru – 560
001

Dear Sir,

In consideration of the.... [Purchaser's Name] ……. (Hereinafter referred to as the 'Purchaser' which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators and assignees) having awarded to M/s …….. [Contractor's Name] …… with its Registered/Head Office at..... . (Hereinafter referred to as the 'Contractor'), which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assignees), a Contract by issue of the Purchaser's Letter of Acceptance no. ..... dated ..... and the same having been acknowledged by the Contractor, for …… [Contract sum in figures and words] for ……. [Scope of Work] and the Contractor having agreed to provide a Contract Performance Guarantee for the faithful performance of the entire Contract equivalent to five percent (3%) of the Contract Price of the aforesaid work under the Contract to the Purchaser.

We..... [Name & Address of the Bank]..…..... having its Head Office at..... (hereinafter referred to as the 'Bank', which expression shall, unless repugnant to the context of meaning thereof, include its successors, administrators, executors and assignees) do hereby

guarantee and undertake to pay the Purchaser, on demand any and all monies payable by the Contractor to the extent of ..... ……. (*) ..... as aforesaid at any time up to..... (@) ..... [days/month/year] without any demur, reservation, contest, recourse or protest and/or without any reference to the Contractor. Any such demand made by the Purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the Purchaser and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the Purchaser and further agrees that the guarantees herein contained shall continue to be enforceable till the Purchaser discharges this guarantee or till ……[day/month/year] whichever is earlier.

The Purchaser shall have the fullest liberty, without affecting in any way the liability of the Bank under this guarantee, from time to time to extend the time for performance of the Contract by the Contractor. The Purchaser shall have the fullest liberty, without effecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Purchaser and the Contractor or any other course or remedy or security available to the Purchaser. The Bank shall not be released of its obligations under these presents by any exercise by the Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any other act or forbearance or other acts of omission or commission on the part of the Purchaser or any other indulgence shown by the Purchaser or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Bank.

The Bank also agrees that the Purchaser at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee that the Purchaser may have in relation to the Contractor's liabilities.

Our liability under this Bank Guarantee shall not exceed ……..

This Bank Guarantee shall be valid up to and including ……

We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if the Purchaser serve upon Bank a written claim or demand within ninety (90) calendar days from the above mentioned expiry date of validity or, from that of the extended date.

Dated this……. day of …….. 2025 at…….

WITNESS

…….

…….

…….. (Signature) (Signature)

…….

…….

…….. (Name) (Name)

……

……

……..

(Official Address) (Designation with Bank Stamp) Attorney as per with Power of Attorney no…….

Note: The Stamp paper of Rs.500/- value shall be purchased in the name of guarantee issuing Bank.

Form: 4 Declaration on not being Blacklisted/Defaulted/Debarred

(To be submitted on the Letterhead of the Company)

To,

General Manager (ICT &
MIS) BESCOM, Belaku
Bhavana,
Corporate Office, K R Circle
Bengaluru – 560 001

Dear Sir/Madam,

We confirm that our company is not blacklisted/ Defaulted / Debarred for any fraudulent actions by ESCOMs or by any state/central Government institution or any Public Sector Organization.

It is hereby confirmed that We are entitled to act on behalf of our company/ corporation/firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Signature

Name &

Designation For

and on behalf of

(Name of Applicant or

Bidder) Company Seal:

Place:

Date:

Form: 5 Declaration of Acceptance of Terms and Conditions in RFP

(To be submitted on the Letterhead)

To,
General Manager (ICT & MIS)
BESCOM, Belaku Bhavana,
Corporate Office, K R Circle
Bengaluru – 560 001

Sub.: Application Access Control System in BESCOM.

Dear Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the RFP document No: BESCOM /2025-26/ SE0349 Dated 21.10.2025 for Application Access Control System in BESCOM.

I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

Yours faithfully,

Authorized Signature [In full and initials]

Name and Title of Signatory:

Company Name: Company Seal

Address:

Place:

Date:

Form: 6 **Letter of Proposal Submission**

(To be submitted on the Letterhead)

To

General Manager (ICT & MIS) BESCOM,
Belaku Bhavana,
Corporate Office, K R Circle Bengaluru – 560001

Dear Sir/Madam,

We, the undersigned, offer for providing Application Access Control System, in accordance with your Request for Proposal dated 21.10.2025 We are hereby submitting our Proposal, which includes

a) Financial Proposal
b) Technical Proposal
c) EMD Declaration Form
d) Bid processing fee of the prescribed amount (paid online as defined in the e- Procurement platform)

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the price bid quoted. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal

you receive. Yours faithfully,

Authorized Signature [In full and

initials] Name and Title of Signatory:

Company Name: Company Seal

Address:

Place:

Form: 7 Price Bid

The Price Bid Form should be entered/ Keyed in the e-Procurement portal in financial bid section. Please refer to section 2.19 of this document. The below Price Bid Format shall be provided in a sealed cover on the day of opening the price bid and should not be uploaded along with the Technical Bid Documents.

In-order to obtain the item wise unit rate, the L1 bidder need to provide the split up of the item wise cost in the below format before placing the order.

(To be submitted on the Letterhead)

Sl. No.	**Application Access Control System in BESCOM with ATS for 2 Years**						
			Qty	Unit Price	Total Cost	GST (18%)	Total (All Inc)
1	Supply of License, Planning ,kickoff and Implementation	DC, DRC and Endpoints	4000				
2	ATS for 2 years (Annual)	ATS for 2 Years to be made every quarter					
Grand Total (All Inc)							

Note: ATS cost shall not be less than 10% of the total contract value

Yours faithfully,

Authorized Signature [In full and initials] Name and Title of Signatory:

Company Name/Address: Company Seal Place and Date:

Form: 8 Non-Disclosure Agreement Format

NON-DISCLOSURE AGREEMENT FOR SHARING RESTRICTED/PRIVATE/CONFIDENTIAL/SENSITIVE DATA

THIS AGREEMENT (the "Agreement") is entered into on this -- day of --- between Bangalore Electricity Supply Company Limited (BESCOM), a company incorporated under the provisions of Companies Act, 1956, having its registered office at K R Circle, Bengaluru – 560 001, Karnataka represented by the GM (ICT & MIS), BESCOM (the" Disclosing Party"), and --------- (the "Recipient" or the "Receiving Party") having its registered office at ---------- ---------- hereinafter referred to individually as "Party", collectively as "Parties".

This agreement is entered into between the parties in accordance with the data sharing policy of BESCOM – 2019 and subsequent amendments issued thereof. The Recipient hereto desires to receive Information & Data in custody with BESCOM for the purpose of BESCOM Application Access Control System.

During the course of this agreement, Disclosing Party may share certain proprietary data with the Recipient. Therefore, in consideration of the mutual promises and covenants contained in this Agreement, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereto agree as follows:

1. **Definition of Sharable Data**
   a) For purpose of this Agreement, "Sharable Data" means
      1) Restricted/Private/Confidential Data - Data which is held privately by BESCOM and deemed not to be publicly available. This also includes

the data which is directly or indirectly attributable to service providers / consumers / employees of BESCOM which BESCOM has deems to keep them confidential and private and not to be disclosed in public.

2) Sensitive data - Sensitive data as defined in various Acts and rules of the Government of India.

The following are declared as Sensitive data by BESCOM:

a) Personally Identifiable Data (PID) of consumer/employees.

The following are declared as Personally Identifiable Data (PID) by BESCOM.

- Personal Identifiers like government issued identity card details, Contact details etc.
- Passwords
- Address/Geo-location data
- Financial data;
- Biometric data;
- Religious or political beliefs or affiliations.

b) Geo-spatial data of assets and consumers.

c) Architectural details of IT/OT/IoT systems.

Sharable data need not be novel, unique, patentable, and copyrightable or constitute a trade secret in order to be designated as Sharable data. The Receiving Party acknowledges that the Sharable data is proprietary to the Disclosing Party, has been developed and obtained through great efforts by the Disclosing Party and that Disclosing Party regards all of its Sharable data as trade secrets.

d) The Data which is the subject of this Agreement, has been developed solely for internal use only by Disclosing Party, and Disclosing Party makes no warranties, representations or guarantees, either expressed or implied, as to the completeness, accuracy or correctness of the Data, nor accepts or assumes any liability arising from or for any

incorrect, incomplete or misleading Data provided pursuant to this purchase/request. There are no warranties and/or representations, either expressed or implied, of merchantability or fitness of the Data for a particular purpose or use. Receiving Party will also use such disclosed information on an as-is where-is basis and disclaims all liability for any erroneous result arising out of usage of such information.

e) The data being shared shall comply with the Data sharing policy of BESCOM – 2019 and subsequent amendments issued thereof and is not part of non-sharable data as per the negative list published in the policy.

f) Notwithstanding anything stated above, Sharable data shall not include the data which:

i. was known by the Receiving Party prior to receiving the Sharable data from the Disclosing Party;

ii. becomes rightfully known to the Receiving Party from a third-party source not known (after diligent inquiry) by the Receiving Party to be under an obligation to Disclosing Party to maintain confidentiality;

iii. is or becomes publicly available through no fault of or failure to act by the Receiving Party in breach of this Agreement;

iv. is required to be disclosed in a judicial or administrative proceeding, or is otherwise requested or required to be disclosed by law or regulation, although the requirements of section 4 hereof shall apply prior to any disclosure being made; and

v. is or has been independently developed by employees, consultants or agents of the Receiving Party without violation of the terms of this Agreement or reference or access to any Sharable data.

2. **Disclaimer, Restrictions and Terms of Data Usage**

In obtaining and using Sharable data from BESCOM, recipient is agreeing to the following restrictions:

Restrictions:

The data shared by BESCOM with the recipient shall be used for the intended purpose as mentioned in this agreement duly complying the following:

a. In case, the data is sensitive, the data shall be used for the direct/indirect purpose or benefit of BESCOM, and not the purpose / benefit of receiving party alone.
b. The subsidiary benefit or service derived from direct or indirect use of data shall not infringe on any Intellectual Property/ trademark / copyrights, either in India or any other parts of the world.
c. The cost incurred for use of the data and any derived service shall be borne by the recipient.
d. The recipient shall not re-distribute/re-sell, nor perform work the data to any other party and shall not claim any sovereign rights over the data or the instruments / mechanisms used to generate / gather the data.
e. If any kind of documents is created using this data, recipient will make a note on or within the document that they have received the data from BESCOM.
f. If recipient edits the data to fit its needs, recipient will explicitly list that they have received the data from BESCOM, but the recipient alone is responsible for edits or changes.
g. BESCOM shall not be held responsible for any misrepresentation or adjustment of the data through data manipulation, tabular edits or spatial edits.
h. BESCOM shall not be held responsible for inappropriate or incorrect use of this data.
i. In case if the data pertains to Geographical Information System (GIS) of BESCOM,
    - Data is for informational purposes only and should not be used to determine precise boundaries, parcel boundaries, appraisal, engineering, nor legal descriptions. BESCOM GIS data shall not be

construed or used as an official survey or legal description. Site specific evaluation should be verified by field inspection. Primary sources from BESCOM GIS data must be consulted for verification of information contained in the data.

- BESCOM shall not be held liable for any errors in the data. This includes errors of omission, commission, errors concerning the content of the data, and relative and positional accuracy of the data. No representation is made that the features presented accurately reflect true locations

j. BESCOM's data is deemed reliable but accuracy is not guaranteed. Use of this data should be with acknowledgement of the limitations of the data including the fact that the data is dynamic and is in a constant state of maintenance, correction, and update.

k. BESCOM's data is distributed AS-IS. BESCOM will not change the format or projection to meet specific needs of recipient.

3. **Disclosure of Sharable Data**

From time to time, the Disclosing Party may disclose Sharable data to the Receiving Party.

The Receiving Party will:

a. Limit disclosure of any such data to its directors, officers, employees, agents or representatives (collectively "Representatives") by any means whatsoever who have a need to know such Information in connection with the current or contemplated business relationship between the parties to which this Agreement relates, and only for that purpose. <Managed Network Service Provider name> may share confidential information with other <Managed Network Service Provider name> Firms (each of which is a separate and independent legal entity) and service providers for internal back office operations (e.g. hosting, risk and quality reviews),

which may be located in India or outside. However, <Managed Network Service Provider name>will remain solely liable to the Company for their acts. For avoidance of doubt, <Managed Network Service Provider name>Firm (s) means any entity (whether or not incorporated) which carries on business under a name which includes all or part of the <Managed Network Service Provider name>name or is otherwise within (or associated or connected with an entity within) or is a correspondent firm of the world-wide network of <Managed Network Service Provider name>.

b. advise its Representatives of the proprietary nature of the Sharable data and of the obligations set forth in this Agreement and require such Representatives to keep the Restricted / Confidential / Private / Sensitive data Restricted / Confidential / Private / Sensitive.

c. shall keep all such data strictly confidential by using a reasonable degree of care, but not less than the degree of care used by them in safeguarding its own confidential information; and

d. not further disclose any such data received by them to any third party (except as otherwise provided for herein) without the prior written approval of the Disclosing party other than the third party engaged by the receiving party who require such data to perform services. Receiving party will be held responsible for any breach of this agreement by the third party.

4. Compelled Disclosure of Sharable data

Notwithstanding anything in the foregoing to the contrary, the Receiving Party may disclose Sharable data pursuant to any governmental, judicial, or administrative order, subpoena, regulatory request or similar method, provided that the Receiving Party promptly notifies, to the extent practicable, the Disclosing Party in writing of such demand for disclosure so that the Disclosing Party, at its sole expense, may seek to make such disclosure

subject to a protective order or other appropriate remedy to preserve the confidentiality/ sensitivity of the Restricted/ Confidential/ Private/ Sensitive data; provided in the case of a broad regulatory request with respect to the Receiving Party's business (not targeted at Disclosing Party), the Receiving Party may promptly comply with such request provided the Receiving Party give (if permitted by such regulator) the Disclosing Party prompt notice of such disclosure. The Receiving Party agrees that they shall not oppose and shall cooperate with efforts by, to the extent practicable, the Disclosing Party with respect to any such request for a protective order or other relief. Notwithstanding the foregoing, if the Disclosing Party is unable to obtain or does not seek a protective order and the Receiving Party is legally requested or required to disclose such Sharable data, disclosure of such Sharable data may be made without liability.

5. Term

This Agreement shall remain in effect for a period of 2 years as mentioned in the contract/MoU/Letter.

6. Remedies

Both parties acknowledge that the Sharable data to be disclosed hereunder is of a unique and valuable character, and that the unauthorized dissemination of such data would destroy or diminish the value of such data. The damages to Disclosing Party that would result from the unauthorized dissemination of such data would be impossible to calculate. Therefore, both parties hereby agree that the Disclosing Party shall be entitled to injunctive relief preventing the dissemination of any Sharable data in violation of the terms hereof. Such injunctive relief shall be in addition to any other remedies available hereunder, whether at law or in equity. Disclosing Party shall be entitled to recover its costs and fees, including reasonable attorneys' fees, incurred in obtaining any such relief, as determined by a court of law/arbitrator. Further, in the event of litigation relating to this Agreement,

the prevailing party shall be entitled to recover its reasonable attorney's fees and expenses, as determined by a court of law/arbitrator.

7. **Return of Material**

Receiving Party shall immediately return and redeliver to the other all tangible material embodying the Sharable data provided hereunder and all notes, summaries, memoranda, drawings, manuals, records, excerpts or derivative information deriving there from and all other documents or materials ("Notes") (and all copies of any of the foregoing, including "copies" that have been converted to computerized media in the form of image, data or word processing files either manually or by image capture) based on or including any Sharable data, in whatever form of storage or retrieval, upon the earlier of –

i. the completion or termination of the dealings between the parties contemplated hereunder;
ii. the termination of this Agreement; or
iii. at such time as the Disclosing Party may so request; provided however that the Receiving Party may retain such of its documents as is necessary to enable them to comply with its document retention policies.

Alternatively, the Receiving Party, with the written consent of the Disclosing Party may (or in the case of Notes, at the Receiving Party's option) immediately destroy any of the foregoing embodying material (or the reasonably non-recoverable data erasure of computerized data) and, upon request, certify in writing such destruction by an authorized officer of the Receiving Party supervising the destruction). The Receiving Party shall be entitled to retain a record of its involvement in the Purpose, as per its internal record retention policies, subject to confidentiality as per the terms of this Agreement.

8. **Notice of Breach**

   a. Receiving Party shall notify the Disclosing Party immediately upon discovery of any unauthorized use or disclosure of Sharable data by any means whatsoever, or any other breach of this Agreement by Receiving Party or its Representatives, and will cooperate with efforts by the Disclosing Party to help the Disclosing Party regain possession of such Information and prevent its further unauthorized use.

   b. Receiving party if in case is a service provider engaged by BESCOM the liability clause as per the respective tender in addition to the arbitration clause stated in this agreement is applicable.

   c. If at any point, BESCOM is of the opinion that there has been a breach of the NDA, then BESCOM may revoke any rights which it would have granted to the recipient for using its data, while giving adequate justification for such a revocation; the recipient shall be given an opportunity to clarify their position.

9. **Modification**

Neither party will be under any legal obligation of any kind whatsoever with respect to a modification by virtue of this Agreement, except for the matters specifically agreed to herein. The parties further acknowledge and agree that they each reserve the right, in their sole and absolute discretion, to reject any and all proposals and to terminate discussions and negotiations with respect to a modification at any time. If a modification goes forward, the non-disclosure provisions of any applicable modification documents entered into between the parties (or their respective affiliates) for the modification shall supersede this Agreement. In the event such provision is not provided for, in the said modification documents, this Agreement shall control.

This Agreement can only be modified by a written amendment signed

by the party against whom enforcement of such modification is sought.

10. **Settlement of Disputes**

Any dispute that arises out of or in connection with the NDA between the parties shall be resolved amicably by the authorized representatives of the parties within 30 days on being referred by either party. In the event of any difference of opinion in this regard, the arbitration shall be referred to a mutually appointed arbitrator. Further, In the event of disagreement, the courts of Bengaluru shall have the jurisdiction and Indian laws are applicable. The place of arbitration shall be Bengaluru and the arbitration proceedings shall take place in English Language. The parties shall bear their respective cost of arbitration.

11. **Severability**

Although the restrictions contained in this Agreement are considered by the parties to be reasonable for the purpose of protecting the Sharable data, if any such restriction is found by a court of competent jurisdiction to be unenforceable, such provision will be modified, rewritten or interpreted to include as much of its nature and scope as will render it enforceable. If it cannot be so modified, rewritten or interpreted to be enforceable in any respect, it will not be given effect, and the remainder of the Agreement will be enforced as if such provision was not included.

12. **Miscellaneous**

a) This Agreement constitutes the entire understanding between the parties and supersedes any and all prior or contemporaneous understandings and agreements, whether oral or written, between the parties, with respect to the subject matter hereof.

b) Any failure by either party to enforce the other party's strict performance of any provision of this Agreement will not constitute a waiver of its right to subsequently enforce such provision or any other provision of this Agreement.

c) Any notifications or communications to be given hereunder may be delivered by hand, deposited with a nationally recognized overnight carrier, electronic-mail, or mailed by certified mail, return receipt requested, postage prepaid, in each case, to the address of the other party first indicated above (or such other addressee as may be furnished by a party in accordance with this paragraph). All such notices or communications shall be deemed to have been given and received in the case of –

   i. Personal delivery or electronic-mail, on the date of such delivery
   ii. Delivery by a nationally recognized overnight carrier, on the third business day following dispatch and
   iii. Mailing, on the seventh business day following such mailing.

d) This Agreement is personal in nature, and neither party may directly or indirectly assign or transfer it by operation of law or otherwise without the prior written consent of the other party, which consent will not be unreasonably withheld. All obligations contained in this Agreement shall extend to and be binding upon the parties to this Agreement and their respective successors, assigns and designees.

e) The receipt of sharable data pursuant to this Agreement will not prevent or in any way limit either party from:

   i. developing, making or marketing products or services that are or may be competitive with the products or services of the other; or
   ii. providing products or services to others who compete with the other.

f) This Agreement does not create a joint venture or partnership between the parties.

g) Paragraph headings used in this Agreement are for reference only and shall not be used or relied upon in the interpretation of this Agreement.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date ----

---------above written.

SIGNED for and on behalf of: - **Bangalore Electricity Supply Company Limited (BESCOM)** Signature: Name: Designation: Address: **1. Witness:** Name: Designation: Address: **2. Witness:** Name: Designation: Address: **3. Witness in presence of:** Name: Designation: Address:	SIGNED for and on behalf of: - **<Managed Network Service Provider>** Signature: Name: Designation: Address: **1. Witness:** Name: Designation: Address: **2. Witness:** Name: Designation: Address: **3. Witness in presence of:** Name: Designation: Address:

Annexure : Technical Specifications

Access Control for Application Specifications

A. Architecture & Deployment		
Sl No.	**Requirement**	**Mandatory Compliance (Yes/ No)**
1	Supports hybrid deployment (On-Prem DC and DR on Cloud).	
2	Supports multi-site connectivity including DC, DR, and field offices.	
3	Interoperability with MPLS and SD-WAN networks.	
4	Provide agent based secure access.	
5	Centralized management and monitoring console.	
6	Support secure internet Access, secure private access, securing lateral movement features preferably from a single software agent or through integrated solution.	
7	Provide Virtual SSE engine to deploy at customer DC/Cloud for threat inspection. There should not be restriction on the number of virtual SSE engines to be deployed at customer DC/Cloud for threat inspection.	
8	Support complete DR workflow and architecture to address Business Continuity in customer data centers. The BCP solution must be implemented in the customer Data Centre.	
9	Support Zero Trust access to both on-prem and roaming users via secure on-prem broker and cloud-based controls respectively. The proposed Solution must ensure an inbound connection-free architecture for secure private application access for LAN and MPLS users. Application proxies/connectors must initiate only outbound connections, reducing exposure	

	to external threats and enhancing overall security.	
B. Zero Trust Features		
Sl No.	**Requirement**	
1	Identity-based and context-aware access control per user and per device.	
2	Enforces device posture checks (OS patch, antivirus, compliance status) before access.	
3	Supports micro-segmentation at the application level.	
4	Continuous authentication and adaptive access based on user risk score.	
5	Enforces “Least Privilege” principle through granular access policies.	
6	Provides session isolation and prevents lateral movement inside the network.	
7	Require Onetime password for uninstallation of agent as well as Force remove and quarantine from a centralized console	
8	Support full-proxy architecture and should perform 100% SSL inspection of the internet traffic without performance degradation	
10	Provide protection against advanced threats like cookie stealing, XSS and malicious active content	
11	Should have in-built debugging and packet capture functionality for troubleshooting purpose	
12	ZTNA components must be deployed on-premises in the data center.	
13	Solution must provide access to private applications hosted in Data Centers over the MPLS without creating an overlay network that provides access to the entire physical network.	
14	The solution must enforce comprehensive DNS protection by applying all DNS controls—including request and response categorization	

	and resolved-IP geolocation—to all DNS over HTTPS (DoH) traffic, regardless of the resolver used, ensuring no bypass.	
C. Integration Capabilities		
Sl No.	**Requirement**	
1	Integration with AD/LDAP/SAML/OAuth for authentication.	
2	Support for MFA (OTP, hardware token, authenticator app).	
3	Integration with existing SOC/SIEM solution for log correlation.	
4	Integration with endpoint security or EDR solutions for posture verification.	
5	Provides APIs for Third Party application integration and automation.	
D. Security and Encryption		
Sl No.	**Requirement**	
1	End-to-end encryption using TLS 1.2 or higher.	
2	Mutual authentication between user and access gateway.	
3	Conceals internal IP addresses from external users (no direct exposure).	
4	Application traffic segmented and tunneled per session.	
5	Built-in logging, audit trail, and anomaly detection capabilities.	
E. Performance & Scalability		
Sl No.	**Requirement**	
1	Supports minimum 10,000 concurrent sessions (scalable as required).	
2	Provides high availability and automatic failover between DC and DR.	
3	Minimal impact on latency for user-to-application traffic without impacting the user experience.	
4	Supports load balancing between connectors or gateways.	

5	Centralized monitoring for user and application performance.	
F. Management, Monitoring & Reporting		
Sl No.	**Requirement**	
1	Single centralized dashboard for all locations.	
2	Role-based access control for administrators.	
3	Real-time session monitoring and threat alerts.	
4	Detailed logging and reporting (user, application, device, and access patterns).	
5	Advanced threat dashboard to track the infection or threat history for User/IP, with the ability to access all forensic evidence for past infections. (at least 6 months)	
6	Audit logs for at least 180 days should be made available	
7	Dedicated dashboard for Web, security, DNS, mobile apps, Office365, Firewall and IPS insights	
8	Support for scheduled and ad-hoc report generation.	
G. Support, Training & Maintenance		
Sl No.	**Requirement**	
1	OEM 24x7 TAC support via phone/email/portal.	
2	Availability of local support personnel in India.	
3	Training for IT/security team post-deployment.	
4	Regular firmware, software, and threat intelligence updates.	
5	Quarterly health check and performance optimization review.	

Deception Technology Specification

Sl. No.	Technical Specification	Compliance (Yes/No)
1	Agent-based, agentless, or hybrid deployment; supports on-prem, cloud, and hybrid environments	

2	Centralized management for configuration, monitoring, alerting, and reporting	
3	High availability and enterprise-grade scalability	
4	Operates without impacting production systems or network performance	
5	Supports virtualized, physical, and containerized infrastructure	
6	Supports multiple decoy types: endpoint, server, application, credential, database, and data	
7	Automatic generation and deployment of decoys and lures across network segments	
8	Decoys emulate real services (SMB, RDP, SSH, HTTP, Database) with Unique IP address.	
9	Supports deception for IT, OT/ICS, and IoT environments	
10	Integration with Active Directory for deceptive credentials, shares, and objects	
11	Real-time detection of lateral movement, credential theft, and internal reconnaissance	
12	Alerts include session details, attacker TTPs, and indicators of compromise	
13	Generates alerts with minimal false positives	
14	Correlation with user and entity behavior analytics (UEBA) where available	
15	Alerts to external systems via syslog, API, or webhooks	
16	REST API support for automation and orchestration	
17	Forensic data export in standard formats (JSON, CSV, XML, etc.)	
18	Integration with SOC workflows	
19	Integration with enterprise identity management solutions	

20	Role-Based Access Control (RBAC) support	
21	Management console communication encrypted (TLS 1.2 or higher)	
22	Secure authentication (MFA, SSO, LDAP/AD)	
23	Tamper-proof logs and audit trails, retained for minimum 180 days	
24	Built-in reporting and visualization dashboards	
25	Supports horizontal scaling	
26	Automatic load balancing for large networks	
27	Distributed deployment architecture support	
28	Operates efficiently in low-bandwidth and segmented networks	
29	Compliance with ISO 27001, SOC 2, or equivalent standards	
30	OEM must have global customer references for enterprise deployments	
31	24×7 OEM support and threat intelligence updates	
32	Periodic firmware/software updates and security patches	
33	OEM certification for interoperability with other cybersecurity platforms	
34	Detailed reports on attacker movement, exploited vulnerabilities, and affected hosts	
35	The solution shall deliver true high-interaction Windows environments for attacker engagement and visibility while guaranteeing complete capture and preservation of all attacker activity. High-interaction shall mean *interactive, live access to a Windows host* instrumented for observation — **not** transfer of suspected malicious code to a separate analysis VM for execution.	
36	Session capture, activity replay, and evidence	

	preservation	
37	Export of logs and evidence to external forensic tools	
38	Periodic summary and executive reports	
39	Customizable dashboards for SOC operators and management	
40	Supports multiple customized decoy types: endpoint, server, application, credential, database, and data which mimics actual production environments with option for uploading templates for web applications.	
41	Integration with SIEM, SOAR, EDR/XDR, NAC, and threat intelligence platforms	
42	Management console communication encrypted (TLS 1.2 or higher)	
43	Supports minimum 10,000 endpoints and 500 decoys per deployment	
44	OEM certification for interoperability with other cybersecurity platforms	

7. Section VII: Definitions/Acronyms

Terms	Meaning
R-APDRP	Restructured Accelerated Power Development and Reforms
BESCOM	Bangalore Electricity Supply Company
Bidder	Bidder/Tenderer/ System Integrator (SI)
CO	Circle Office
CST	Central Sales Tax
CV	Curriculum Vitae
DC	Data Centre / Data Recovery (including Cloud)
DD	Demand Draft
DO	Division Office
DRC	Disaster recovery centre
DWA	Detailed Work Award
EMD	Earnest Money Deposit
ESCOM	Electricity Supply Company
FT	Fault Ticket
FAA	Forms and Annexures
FY	Financial Year
GCC	General Conditions of the contract
GESCOM	Gulbarga Electricity Supply Company
GM	General Manager
HESCOM	Hubli Electricity Supply Company
HO	Head Office
ICT & MIS	Information and Communications Technology & Management Information System
IPSEC	Internet Protocol Security
IPDS	Integrated Power Development Scheme

IT	Information Technology
ITB	Instructions To Bidders
ITIA	Information Technology Implementation Agency
KST	Karnataka Sales Tax
LAN	Local Area Network
LOA	Letter of Acceptance
LOI	Letter of Intent
MESCOM	Mangalore Electricity Supply Company
MoP	Ministry of Power
MPLS	Multi Protocol Label Switching
MTTR	Mean time to Repair
NEFT	National Electronic Funds Transfer
NLD	National Long Distance
NMC	Network Management Centre
NMS	Network Management System
NNM	Network Node Manager
NOC	Network Operating Centre
NTU	Network Terminal Unit
OFC	Optical Fibre Cable/Communication
OTC	Over the Counter
PBG	Performance Bank Guarantee
PO	Purchase Order
PoP	Point of Presence
RCA	Root Cause Analysis
RF	Radio Frequency
RFP	Request for Proposal
RTO	Regional Transport Office
SDO	Sub Division Office

SLA	Service Level Agreement
SNMP	Simple Network Management Protocol
SPOC	Single Point of Contact
SSL	Secure Socket Layer
TT	Trouble Ticket
VPN	Virtual Private Network
WAN	Wide Area Network
DC	Data Center
DR	Disaster Recovery
MPLS	Multi-Protocol Label Switching
SD-WAN	Software-Defined Wide Area Network
SSE	Security Service Edge
BCP	Business Continuity Plan
LAN	Local Area Network
XSS	Cross-Site Scripting
ZTNA	Zero Trust Network Access
DNS	Domain Name System
AD	Active Directory
LDAP	Lightweight Directory Access Protocol
SAML	Security Assertion Markup Language
MFA	Multi Factor Authentication
OTP	One Time Password
SOC	Security Operation Center
SIEM	Security Information and Event Management
TLS	Transport Layer Security
IPS	Intrusion Prevention System
SMB	Server Message Block
RDP	Remote Desktop Protocol

SSH	Secure Socket Shell
HTTP	Hypertext Transfer Protocol
UEBA	User and Entity Behavior Analytics
SOAR	Security Orchestration, Automation, and Response
EDR	Endpoint Detection and Response
API	Application Programming Interface
XDR	Extended Detection and Response
NAC	Network Access Control
REST API	Representational State Transfer Application Programming Interface
JSON	JavaScript Object Notation
CSV	Comma Separated Values
XML	Extensible markup language
ISO	International Organization for Standardization